***LETTER TEMPLATE - Rude Behavior***

Dear [PATIENT],

Thank you for reaching out to the Office of Patient Advocacy regarding your difficult experience in the PACU. I want to begin by apologizing for what you described as an “upsetting, threatening, and unprofessional interaction” with a nurse in the PACU following an emotional procedure. We strive to provide the very best possible care to every patient and are disappointed when we fall short of that goal.   
  
My role is to ensure that your concerns are heard. I assure you that your concerns have been taken seriously and considered to be a formal complaint against the nurse in the PACU. After we spoke, I immediately shared your experience with the Nurse Manager of the PACU, who is in the best position to make meaningful changes. She was already aware of this situation and was reviewing the incident with her staff to identify and act upon opportunities for improvement.

Our efforts to improve the level of service we provide are ongoing, and your feedback helps us focus our energies where attention is needed. We remain dedicated to providing patients with compassionate and respectful care, and I am truly sorry that a difficult experience was made more stressful by one of our staff. That is never our intent.

I thank you for speaking up. We appreciate hearing from you. Although the review of your experience is completed today, our office remains available to you should you have any additional questions or concerns. I can be reached at [CONTACT NUMBER].